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Office of the Special Trustee Announces OST@20 Campaign

Special Trustee Vince Logan kicks off the year-long 20-year anniversary celebration of the Office of The Special Trustee.

WASHINGTON, DC – The Office of the Special Trustee for American Indians announces the beginning of “OST@20,” a year-long celebration of all that OST has accomplished and the way the agency is transforming to serve trust beneficiaries for the next twenty years. Special Trustee Vince Logan kicks off the campaign with an event in Albuquerque, NM to coincide with the celebration of National Native American Heritage month.

In the 18 months that Special Trustee Logan has headed the agency, OST has achieved much to celebrate, including the declaration and certification, for the third year running, of an unmodified, or “clean”, opinion on its Individual Indian Monies (IIM) Trust Funds Financial Statements from an independent auditing firm. This is the highest rating given by auditors, indicating reliance on the financial statements as a fair representation, in all material respects, of the activity and balances associated with the IIM Trust Funds managed by OST.

“The third year of a clean audit is the result of many hours of hard work on the part of our employees,” said Logan. “We are entrusted with a great responsibility and I was very happy to hear that we are doing everything we can to make sure the accounts of all beneficiaries are maintained correctly. But the achievements don’t stop with our audit, OST serves our beneficiaries many other ways everyday.”

This year, OST’s Trust Beneficiary Call Center (TBCC) logged its 1.5 millionth call; all while providing over 97% first line resolution. This performance rate outpaces the industry standard of 49% first line resolution. In addition to this year’s clean audit and milestone for the TBCC, OST became the only agency within the Department of the Interior, and only one of 30 agencies in the Federal government, to receive certification from the Office of Special Counsel under the Whistleblower Enhancement Act.

The OST@20 campaign will consist of events similar to the kick-off including town halls, Native American culture celebrations, increased visits to field offices by the Special Trustee, and open media events. More announcements will be made regarding events as the campaign progresses.

“I can’t say enough how proud I am of where OST is today,” said Logan. “As we celebrate the accomplishments of the past twenty years, we’re looking forward towards the

transformation of the agency in the next twenty years. We are excited to build on a strong base as we address new and emerging needs and continue to improve service to our beneficiaries.”

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